# Western Sydney Region RTO

**Assessment Package**

**Package Overview for Assessors**

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| --- | --- | --- |
| **Package Number**  **Package Title** | IT0703  Provide Technical Support | |
| **Training Package** | Information and Communications Technology (ICA05) | |
| **Unit(s) /Elements to be assessed by this package:** | ICAU2231B – Use Computer Operating System  ICAI3020B – Install and Optimise Operating System Software  ICAT3025B – Run Standard Diagnostic Tests | |
| **Package contents and information for assessors** | **Pages**  **2** | The Assessment Notice includes the task description and is provided to students. |
|  | **Pages**  **3-4** | Reflection |
|  | **Page**  **5** | The **Assessment feedback sheet** should be completed by the assessor and provided to the student when all aspects of the task have been completed and additional verbal feedback and opportunities for re- assessment if necessary discussed. |
| Suggestions for Carrying Out Task |  | * Have enough old computers for groups of 2-3 students that are not part of the school’s network and can be stripped and formatted. * Try to get hold of a number of Windows 98 Start up Disks |
| **Equipment and/or resources required** |  | Equipment/Resources Required  * Standalone PCs, printer, scanner |
| **Other comments** |  |  |

# Western Sydney Region

# Vocational Education and Training

### Assessment Notice

|  |  |
| --- | --- |
| **VET Framework: Information Technology** | |
| **Student Name:** | |
| **Assessor / Teacher:** | |
| **Unit of competency** ICAU2231B – Use Computer Operating System  ICAI3020B – Install and Optimise Operating System Software  ICAT3025B – Run Standard Diagnostic Tests | |
| **Date task given: Date due:** |

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| --- |
| **Task Description:**  For the company that you created the business documents in term 1, you are now required to provide technical support.  The company requires upgrading of their computer hardware and operating system. Recommend a computer system that will suit their needs so that they can do their newsletter, payroll and invoices. As part of the computer system they will need a printer and a scanner.  Research the latest operating system and record the minimum hardware requirements needed to install and run.  Using a standalone PC, perform the following tasks:   1. Install, configure and optimise operating system 2. Use both the graphical user interface and the command line interface to view the contents of the hard drive 3. Set up input and output devices and check functionality and install required drivers 4. Run a system diagnostic program such as dxdiag 5. Scan the system to check and maintain virus protection |



Reflection/ Assessment Sheet for Student and Assessor

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| --- | --- |
| **Candidate name:** |  |
| **Unit:** | Provide Technical Support |
| **Assessor / Teacher:** |  |

| **During this task,**  *( insert a tick for ‘yes’, cross for ‘no’,* | | **Student** | **Assessor** |
| --- | --- | --- | --- |
|  | Research the latest Operating System software |  |  |
|  | Recommend a computer system suitable for the latest OS |  |  |
|  | On a standalone PC, changed the CMOS startup settings to boot from floppy disk first and then CDROM second |  |  |
|  | Start the PC with a startup disk in the floppy disk drive and select “with CDROM support” |  |  |
|  | Run fdisk and remove any partitions and recreate a DOS partition |  |  |
|  | Restart the computer, format the C: |  |  |
|  | Insert Windows 2000 or higher CD in CDROM and run setup |  |  |
|  | Follow the installation prompts and set the local regional settings |  |  |
|  | Restart the computer with the startup disk and display the directory of the C: |  |  |
|  | Remove all disks from floppy drive and CDROM and restart the computer |  |  |
|  | Display the contents of C: from a graphical user interface |  |  |
|  | Install a printer and relevant drivers, test functionality |  |  |
|  | Install a scanner and relevant drivers, test functionality |  |  |
|  | Run dxdiag and record the system settings |  |  |
|  | Install an anti-virus program and perform a scan of the hard drive |  |  |

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| --- | --- | --- | --- |
| **Feedback to candidate** | | | |
| General comments, strengths or improvements needed: | | | |
| **Assessor signature:** |  | **Date:** |  |

# Western Sydney Region RTO

# Vocational Education and Training

**Assessment Feedback**

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| --- | --- |
| **VET Framework: Information Technology** | |
| **Student Name:** | |
| **Assessor / Teacher:** | |
| **Unit of competency**  ICAU2231B – Use Computer Operating System  ICAI3020B – Install and Optimise Operating System Software  ICAT3025B – Run Standard Diagnostic Tests | |
| **Practical Date :** |

**Overall Result**

|  |  |  |
| --- | --- | --- |
| **Unit Code** | **Elements of Competency** | **Competent/Not Yet Competent** |
| (ICAU2231B) Use Computer Operating System | |  |  | | --- | --- | | 1. | Configure operating system | |  |
| |  |  | | --- | --- | | 2. | Use operating system | |  |
| |  |  | | --- | --- | | 3. | Optimise operating system | |  |
| |  |  | | --- | --- | | 4. | Support input and output devices | |  |
| (ICAI3020B) Install and Optimise Operating System Software | |  |  | | --- | --- | | 1. | Determine function of operating systems | |  |
| |  |  | | --- | --- | | 2. | Obtain operating system | |  |
| |  |  | | --- | --- | | 3. | Install, configure and optimise operating system | |  |
| |  |  | | --- | --- | | 4. | Provide instruction to meet new software requirements | |  |
| (ICAT3025B) Run Standard Diagnostic Tests | |  |  | | --- | --- | | 1. | Operate system diagnostics | |  |
| |  |  | | --- | --- | | 2. | Scan system for viruses | |  |

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| **Assessor / Teacher Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: . |
| **Student Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: |